# U.S. GOVERNMENT PRINTING OFFICE Washington, DC.

## GENERAL TERMS, CONDITIONS, AND SPECIFICATIONS

For the Procurement of

## Good News Notices #2.75 Forms SSA-L519-SM & L519-SM-SP (03-2009)

as requisitioned from the U.S. Government Printing Office (GPO) by the

## **Social Security Administration**

## Single Award

**TERM OF CONTRACT:** The term of this contract is for the period beginning Date of Award and ending May 31, 2010 plus up to **four (4)** optional 12-month extension periods that may be added in accordance with the **"Option to Extend the Term of the Contract"** clause in section 1 of this contract.

**BID OPENING:** Bids shall be publicly opened at 11:00 a.m., prevailing Washington, DC time, on May 11, 2009, 11am.

**BID SUBMISSION:** Submit bid in pre-addressed envelope furnished with solicitation, or send to: U.S. Government Printing Office, Bid Section, Room B-104, Stop PPSB, Washington, DC 20404-0001. Facsimile bids in response to this solicitation are permitted. Facsimile bids may be submitted directly to the GPO Bid Section, FAX No. (202) 512-1782. The Program Number and bid opening date must be specified with the bid. Refer to Facsimile Bids in Solicitation Provisions of GPO Contract Terms, GPO Publication 310.2 as revised June 2001.

**BIDDERS, PLEASE NOTE:** These specifications have been revised to include primary data transmission method via a dedicated circuit (T-1 line) or using a Virtual Private Network (VPN) Internet connection, at the discretion of the Government.

**RESTRICTION ON LOCATION OF PRODUCTION FACILITIES:** Due to the security requirements set forth in these specifications, all printing must be produced in the United States. The Federal Bureau of Investigation has limited jurisdiction outside the United States and would not be able to oversee and enforce these requirements.

NOTE: Due to the number of attachment pages in these specifications, the attachments will not be put on the Internet. A complete copy of the specifications, including the attachment pages, may be obtained from the GPO Bid Room, by request, on (800-368-5762).

Abstracts of contract prices are available at http://winapps.access.gpo.gov/ppd/abstracts/central/default.asp.

For information of a technical nature call Philip O'Neal (202) 512-0310 (No collect calls).

## **SECTION 1.- GENERAL TERMS AND CONDITIONS**

**GPO CONTRACT TERMS:** Any contract which results from this Invitation for Bid will be subject to the applicable provisions, clauses, and supplemental specifications of GPO Contract Terms (GPO Pub. 310.2, effective December 1, 1987, Rev. June 2001) and GPO Contract Terms, Quality Assurance Through Attributes Program (GPO Pub. 310.1, effective May 1979, Rev. August 2002).

**QUALITY ASSURANCE LEVELS AND STANDARDS:** The following levels and standards shall apply to these specifications:

Product Quality Levels:

- (a) Printing (page related) Attributes -- Level III.
- (b) Finishing (item related) Attributes -- Level III.

Inspection Levels (from ANSI/ASQCZ1.4)):

- (a) Non-destructive Tests General Inspection Level I.
- (b) Destructive Tests Special Inspection Level S-2.

Specified Standards: The specified standards for the attributes requiring them shall be:

Attribute Specified Standard

P-7. Type Quality and Uniformity

O.K. Press Sheets

Special Instructions: In the event that inspection of press sheets is waived by the Government, the following listed alternate standards (in order of precedence) shall become the Specified Standards:

P-7. Camera Copy, average type dimension in publication.

**QUALITY CONTROL PROCEDURES:** The contractor shall, prior to start-up, put into effect within his/her own organization, and maintain throughout the life of this contract, a quality control program that will insure the Government's quality assurance, inspection, and acceptance provisions stated herein are met. The program must provide for periodic sampling during the run and provide for backing up and rerunning in the event of an unsatisfactory quality sample. A copy of the proposed quality control program must be submitted to the Contracting Officer at the time of the pre-award survey.

SUBCONTRACTING: Predominate production function is the laser/ion deposition imaging of notices and inserting. Bidders who must subcontract either of these operations will be declared non-responsible.

**OPTION TO EXTEND THE TERM OF THE CONTRACT:** The Government has the option to extend the term of this contract for a period of 12 months by written notice to the contractor not later than 30 days before the contract expires. If the Government exercises this option, the extended contract shall be considered to include this clause except, the total duration of this contract may not exceed 5 years as a result of, and including, any extension(s) added under this clause. Further extension may be negotiated under the "Extension of Contract Term" clause. See also "Economic Price Adjustment" for authorized pricing adjustment(s).

**EXTENSION OF CONTRACT TERM:** At the request of the Government, the term of any contract resulting from this solicitation may be extended for such period of time as may be mutually agreeable to the GPO and the contractor.

**ECONOMIC PRICE ADJUSTMENT:** The pricing under this contract shall be adjusted in accordance with this clause, provided that in no event will any pricing adjustment be made that would exceed the maximum permissible under any law in effect at the time of the adjustment. There will be no adjustment for orders placed during the first period specified below. Pricing will thereafter be eligible for adjustment during the second and any succeeding performance period(s). For each performance period after the first, a percentage figure will be calculated as described below and that figure will be the economic price adjustment for that entire next period. Pricing adjustments under this clause are not applicable to reimbursable postage or transportation costs, or to paper, if paper prices are subject to adjustment by separate clause elsewhere in this contract.

For the purpose of this clause, performance under this contract will be divided into successive periods. The first period will extend from the **beginning of the contract to March 31, 2010**, and the second and any succeeding period(s) will extend for 12 months from the end of the last preceding period, except that the length of the final period may vary. The first day of the second and any succeeding period(s) will be the effective date of the economic price adjustment for that period.

Pricing adjustments in accordance with this clause will be based on changes in the seasonally adjusted "Consumer Price Index For All Urban Consumers - Commodities Less Food" (Index) published monthly in the CPI Detailed Report by the U.S. Department of Labor, Bureau of Labor Statistics.

The economic price adjustment will be the percentage difference between Index averages as specified in this paragraph. An index called the variable index will be calculated by averaging the monthly Indexes from the 12-month interval ending 3 months prior to the beginning of the period being considered for adjustment. This average is then compared to the average of the monthly Indexes for the 12-month interval ending **December 31, 2008** called the base index. The percentage change (plus or minus) of the variable index from the base index will be the economic price adjustment for the period being considered for adjustment.

The Government will notify the contractor by contract modification specifying the percentage increase or decrease to be applied to invoices for orders placed during the period indicated. The contractor shall apply the percentage increase or decrease against the total price of the invoice less reimbursable postage or transportation costs and separately adjusted paper prices. Payment discounts shall be applied after the invoice price is adjusted.

**ASSIGNMENT OF JACKETS, PURCHASE AND PRINT ORDERS:** A GPO jacket number will be assigned and a purchase order issued to the contractor to cover work performed. The purchase order will be supplemented by an individual "Print Order" for each job placed with the contractor. The print order, when issued, will indicate the quantity to be produced and any other information pertinent to the particular order.

**PREAWARD SURVEY**: In order to determine the responsibility of the prime contractor or any subcontractor, the Government reserves the right to conduct an on-site preaward survey of all of the contractor's computer, printing, and inserting/mailing equipment which will be used on this contract or to require other evidence of technical, production, managerial, financial, and similar abilities to perform, prior to the award of a contract. Attending the preaward survey will be representatives from the Government Printing Office and the Social Security Administration.

The Preaward Survey will include a review of: all subcontractors involved, along with their specific functions; and the contractor's/subcontractor's mail, material, personnel, production, quality control/recovery program, security, and backup facility plans as required by this specification.

If award is predicated on the purchase of production and/or systems equipment to meet the file transmission requirements, the contractor must provide purchase order(s) with delivery date(s) at least 45 days prior to the established production date.

**PREPRODUCTION PLANS:** The contractor shall present, in writing, to the Contracting Officer within five (5) workdays of being notified to do so by the Contracting Officer or his/her representative, detailed plans for each of the following activities. The workday after notification to submit will be the first day of the schedule.

THESE PROPOSED PLANS ARE SUBJECT TO REVIEW AND APPROVAL BY THE GOVERNMENT AND AWARD WILL NOT BE MADE PRIOR TO APPROVAL OF THE SAME.
THE CONTRACTOR SHOULD BE PREPARED TO PRESENT A DETAILED PLAN FOR EACH OF THE ACTIVITIES AS FOLLOWS:

<u>Mail Plan:</u> This plan should include sufficient detail as to how the contractor/sub-contractor will achieve USPS automated rates and comply with all applicable U.S. Postal Service (USPS) mailing requirements as listed in the Domestic Mail Manual, and other USPS instructional material such as the Postal Bulletin.

<u>Material Handling and Inventory Control:</u> This plan should explain in detail how the following materials will be handled; and all outgoing materials cleared for USPS pick-up/delivery.

<u>Personnel Plan:</u> This plan should include a listing of all personnel who will be involved with this contract. For any new employees, the plan should include the source of these employees, and a description of the training programs the employees' will be given to familiarize them with the requirements of the program.

<u>Production Plan:</u> This plan should include items such as detailed listings of all production equipment and equipment capacities to be utilized on this contract. If new equipment is to be utilized, documentation of the source, delivery schedule and installation dates are required.

<u>Quality Assurance Plan:</u> This plan should include the names of all quality assurance officials with a description of their duties. A detailed description of the number and types of inspections that will be performed as well as the records that will be maintained documenting these activities.

Recovery of Damaged and Missing Pieces and Sequential Numbering: This plan should include sufficient detail to fulfill the contractor requirements that there are no missing or duplicate pieces. An explanation of the contractor's sequential numbering system is required to understand the required audit trail required for each and every piece.

<u>VERIFICATION OF PRODUCTION AND MAILING:</u> Contractor will be responsible for validating the integrity of every notice produced in all phases of printing, inserting and mailing and to ensure all notices received from SSA were correctly entered into the United States postal system.

Notice integrity shall be defined as follows:

• Each notice shall include all pages (and only those pages) intended for the designated recipient.

The contractor is responsible for providing the automated print notice integrity control systems and processes required to prevent the commingling of pages intended for different recipients into a completed package. The contractor's printing process must have automated systems that include notice coding and scanning technology capable of:

- Validating the count of pages in a notice set.
- Validating the sequence of pages in a notice set.
- Validating the sequence of notice sets in a production batch.
- Interrupting production if variances are detected.

Mailing integrity shall be defined as follows:

 All notices received from SSA for each task order were printed, inserted and entered correctly into the United States postal system.

The contractor is responsible for providing the automated inserted notice tracking/reporting systems and processes required to validate that 100% of all notices received from SSA were printed, inserted and mailed correctly. The

contractor's inserting equipment must have automated systems that include notice coding and scanning technology capable of:

- Reconciling page and notice counts; reporting variances.
- Uniquely identifying each notice within a print order.
- Unique identifier to be scanned <u>after insertion</u> to ensure all notices are present and accounted for.
- Tracking and reporting all notices produced and mailed within a print order at the notice level.
- Identifying and reporting all missing notices that were lost or spoiled during production within a print order.
- Generating a new production file for all missing notices.
- Tracking and reporting all notices that were reproduced and mailed within a task order at the notice level.
- Reconciling the total of all notices produced and mailed within a print order to the control totals provided by SSA; reporting all variances.
- Reconciling the total of all notices mailed to mailing totals contained on Postal Entry Forms within a print order; reporting all variances.
- Generate a final automated summary report which provides information that all mail pieces have been scanned, <u>after insertion</u>, verifying that all pieces for each mailer are accounted for. The summary report will contain the sequence number range for a particular print order, show all sequence numbers were scanned and accounted for <u>after notice is inserted</u>, and event information on any spoiled or missing pieces verifying that they were scanned and accounted for. A copy of the summary report must be submitted with the matching GPO 712(s). Exhibit of the required information on the summary report is supplied as a guideline. (See Exhibit C, Sequence Summary Report.)

Contractor must generate an automated audit report when necessary showing the tracking of all notices throughout all phases of production for each mail piece. This audit report will contain all information outlined above for each phase of printing, inserting and mailing.

All notice tracking/reporting data must be retained in electronic form for 120 days after mailing, and must be made available to SSA for auditing of contractor performance upon request.

<u>Security Control Plan</u>: This plan should provide details of the contractor's physical and data security control programs.

The contractor shall maintain in operation, an effective security system where items by these specifications are manufactured and/or stored (awaiting distribution or disposal) to assure against theft and/or the product ordered falling into unauthorized hands.

The proposed Security Control Plan must address, at a minimum, the following:

- 1) Files: how Government files (data) will be secured to prevent disclosure to a third party
- 2) Materials: How all accountable materials will be handled throughout all phases of production.
- 3) How all applicable Government-mandated security/privacy/rules and regulations as cited in this contract shall be adhered to by the contractor and/or subcontractor(s).
- 4) <u>Disposal of Waste Materials</u>: The contractor is required to demonstrate how all waste materials used in the production of sensitive SSA records will be definitely destroyed, i.e., burning, pulping, shredding, macerating,

or other suitable similar means. Electronic records must be definitely destroyed in a manner that prevents reconstruction. *Definitely* destroying the records means the material <u>cannot</u> be reassembled and used in an inappropriate manner in violation of law and regulations. *Sensitive* records are records that are national security classified or exempted from disclosure by statute, including the Privacy Act or regulation.

If the contractor selects shredding as a means of disposal, it is preferred that a cross cut shredder be used. If a strip shredder is used, the strips must not exceed one-quarter inch. The contractor must provide the location and method planned to dispose of the material. When a subcontractor is used, the same information is required, as well as how the material will be transported from the contractor's plant to the subcontractor. The plan must include the names of all contract officials responsible for the plan and describe their duties in relationship to the waste material plan.

- 5) <u>Production Area</u>: The contractor must provide a secure area(s) dedicated to the processing and storage of data, either a separate facility dedicated to this product, or a walled-in limited access area within the contractor's existing facility. Access to the area(s) shall be limited to security-trained employees involved in the production of Notices for this contract
- 6) Part of the Security Control Plan shall include a floor plan detailing the area(s) to be used, showing existing walls, equipment to be used, and the printing and finishing locations. The plan shall include a description of the physical security of the facility as well as the physical security of the Contract as it progresses to completion.
- 7) <u>Rules</u>: As outline below the contractor must disclose how all applicable Government-mandated security/privacy/rules and regulations as cited in this contract shall be adhered to by the contractor and/or subcontractor(s).
  - a) Contractor is cautioned that no Government provided information shall be used for non-government business. Specifically, no Government information shall be used for the benefit of a third party.
  - b) The Government retains the right to conduct on-site security reviews at any time during the term of the contract.

## **Protection of Confidential Information:**

- a) The contractor shall restrict access to all confidential information obtained from the Social Security Administration in the performance of this contract to those employees and officials who need it to perform the contract. Employees and officials who need access to confidential information for performance of the contract will be determined at the post-award conference between the Contracting Officer and the contractor representative.
- b) The contractor shall process all confidential information obtained from SSA in the performance of this contract under the immediate supervision and control of authorized personnel, and in a manner that will protect the confidentiality of the records in such a way that unauthorized persons cannot retrieve any such records.
- c) The contractor shall inform all personnel with access to the confidential information obtained from SSA in the performance of this contract of the confidential nature of the information and the safeguards required to protect this information from improper disclosure.
- d) For knowingly disclosing information in violation of the Privacy Act, the contractor and the contractor employees may be subject to the criminal penalties as set forth in 5 U.S.C Section 552a (i)(1), which is made applicable to contractors by 5 U.S.C. 552a (m)(1) to the same extent as employees of the SSA. For knowingly disclosing confidential information as described in section 1106 of the Social Security Act (42 U.S.C. 1306), the contractor and contractor's employees may also be subject to the criminal penalties as set forth in that provision.

- e) The contractor shall assure that each contractor employee with access to confidential information knows the prescribed rules of conduct, and that each contractor employee is aware that he/she may be subject to criminal penalties for violations of the Privacy Act and/or the Social Security Act. When the contractor employees are made aware of this information, they will be required to sign the SSA-301, "Contractor Personnel Security Certification" (see EXHIBIT A). A copy of this signed certification must be forwarded to: Social Security Administration, Printing Management Team, Attn: Kenneth Wetzelberger, Room 1352 Annex Building, 6401 Security Boulevard, Baltimore, MD 21235-6401, and a copy must also be forwarded to: U.S. Government Printing Office, North Capitol and H Streets, NW, Attn: AST 4, Phillip O'Neal STOP: CSAPS, Room C838, Washington, DC 20401.
- f) All confidential information obtained from SSA for use in the performance of this contract shall, at all times, be stored in an area that is physically safe from unauthorized access.
- g) Performance of this contract may involve access to tax return information as defined in 26 U.S.C. Section 6103(b) of the Internal Revenue Code (IRC). All such information shall be handled as confidential and may not be disclosed without the written permission of SSA. For willingly disclosing confidential tax return information in violation of the IRC, the contractor and contractor employees may be subject to the criminal penalties set forth in 26 U.S.C. Section 7213.
- h) The Government reserves the right to conduct on-site visits to review the contractor's documentation and in-house procedures for protection of confidential information.
- i) If a subcontractor is used for the sorting and/or mailing of the notices of this contract, the subcontractor must conform to all security requirements of the contract.
- j) Upon completion of notifications, notify/email the Printing Management Team with confirmation by (date) that this SSA Chief Information Officer (CIO) information has been distributed and that your staff understands its meaning. The email address to send replies is: Nicole.miller@ssa.gov. If you do not have email capability, send a written confirmation that you have take the above action to the following address: Social Security Administration, Printing Management Team, Attn: Nicole Miller, Supervisor, 6401 Security Blvd., Room 1351 Annex Building, Baltimore, MD 21235. You may also fax this confirmation to Kenneth Wetzelberger at 410-965-6400.

If the preaward survey is waived, the above referenced plans must be submitted to the Contracting Officer within five (5) workdays of being notified to do so by the Contracting Officer or his/her representative. The workday after notification to submit will be the first day of the schedule.

Option Years: For each option year that may be exercised, the contractor will be required to re-submit, in writing, the above plans detailing any changes and/or revisions that may have occurred. THE REVISED PLANS ARE SUBJECT TO GOVERNMENT APPROVAL. The revised plans must be submitted to the Contracting Officer or his/her representative within five (5) workdays of notification of the option year being exercised.

If there are no changes/revisions, the contractor will be required to submit to the Contracting Officer or his/her representative a statement confirming that the current plans are still in effect.

Note: Contractor must disclose in their production plan their intentions for the use of any subcontractors. If a subcontractor will be handling SSA notices, the plan must include the same information required from the contractor for all items contained under "Security Requirements" and "Preaward Survey". If the subcontractor is added after award, contractor must submit the subcontractors proposed plans which are then subject to review and approval by the Government.

These proposed plans are subject to review and approval by the Government and award will not be made prior to approval of same.

**ON-SITE REPRESENTATIVES**: One (1) or two (2) full-time Government representatives may be placed on the contractor's premises on a limited basis or throughout the term of the contract.

The contractor will be required to provide one (1) private office of not less than 150 square feet, furnished with one (1) desk, one (1) swivel arm chair, two (2) telephone lines (one for a PC and one for a telephone) and one (1) facsimile machine (the Government will supply hookups and cover the cost of the telephone/facsimile machine service), two (2) work tables, and two (2) four-drawer letter-size files with combination padlock and pendaflex file folders or equal.

On-site representative(s) may be stationed at the contractor's facility to: provide project coordination in receipt of wire transmissions; verify addresses; monitor the printing, folding, inserting, return address spraying/imaging on mail-out envelopes for the Daily/Comp/Spike notices, mail processing, quality control, sample selections and inspections; and monitor the packing and staging of the mail. These coordinators will not have contractual authority, and cannot make changes in the specifications or in contract terms, but will bring any and all defects detected, to the attention of the company Quality Control Officer. The coordinators must have full and unrestricted access to all production areas where work on this program is being performed.

**POSTAWARD CONFERENCE:** The total requirements of the job as indicated in these specifications, will be reviewed by Government representatives with the contractor's representatives at the Social Security Administration, 6401 Security Boulevard, Baltimore, MD 21235-6401, immediately after award. All Government furnished materials will be made available at the Postaward Conference except test files which will be sent electronically when the data connection has been finalized between SSA and the contractor.

**SECURITY WARNING:** This contract has been designated Public Trust Position Level 5C due to the sensitive nature of the information contained in the products produced under this contract, contractor employees performing under this contract will be subject to a thorough civil and criminal background check as detailed in Exhibit B "Security Requirements". "Performing under this contract" is defined as working on-site at an SSA facility (including visiting the SSA site for any reason) or having access to Government programmatic or sensitive information.

Contractors should anticipate a pre-screening notification within 15 days after receipt of properly completed forms and fingerprinting cards. The Social Security Administration will process all required background checks. It is the responsibility of the contractor to ensure fingerprint cards are processed through their local police departments or other authorized finger printers. All forms and fingerprinting cards for existing employees must be submitted with forty (40) workdays after receipt of furnished materials and blank forms. All forms and fingerprinting cards for new employees must be submitted within ten workdays after receipt of furnished materials and blank forms.

Forms may be obtained by calling Social Security Administration (SSA) Personnel Security Suitability Program Officer (SPO) Richard Runk at (410 965-4548. Once forms have been completed, return all forms to Richard Runk, Social Security Administration, 1260 Dunleavy Bldg., 6401 Security Blvd., Baltimore, MD 21235. Additionally, once forms have been sent, provide a list of employees and the date the security package has been sent to Ken Wetzelberger, 1352 Annex Bldg., Printing Management Team, (410 966-7109)

The general requirements as listed above are required of any new and current employees, contractors/subcontractors performing contract work, any project supervisors and management officials who have access to Government sensitive information. The following is a list of documents the contractor's employees will be responsible for completing:

- Questionnaire for Public Trust Positions (Standard Form 85P, Exhibit H)
- Fingerprint Card (Exhibit I)
- Declaration of Federal Employment (Optional Form 306, Exhibit J)
- Faire Credit Reporting Act Authorization Form (Exhibit K)

It is the contractor's responsibility to properly safeguard personally identifiable information from loss, theft or inadvertent disclosure and to immediately notify the Government of any loss of personally identifiable

information. Personally identifiable information includes a person's name, date of birth, Social Security Number, address or benefit payment data.

All employees working on this contract must:

- Be familiar with current information on security, privacy and confidentiality as they relate to the requirements of this contract.
- Obtain pre-screening authorization before using sensitive or critical applications pending a final suitability determination as applicable to the specifications.
- Lock or logoff their workstation/terminal prior to leaving it unattended.
- Act in an ethical, informed and trustworthy manner.
- Protect sensitive electronic records.
- Be alert to threats and vulnerabilities to their systems.

Contractor's managers working on this contract must:

- Monitor use of mainframes, PCs, LANs, and networked facilities to ensure compliance with national and local policies, as well as the Privacy Act statement.
- Ensure that employee screening for sensitive positions within their department has occurred prior to any individual being authorized access to sensitive or critical applications.
- Implement, maintain, and enforce the security standards and procedures as they appear in this contract and as outlined by the contractor.
- Contact the security officer within 24 hours whenever a systems security violation is discovered or suspected.

## Applicability:

The responsibility to protect personally identifiable information applies during the entire term of this contract and all option year terms if exercised. All contractors must secure and retain written acknowledgement from their employees stating they understand these policy provisions and their duty to safeguard personally identifiable information. These policy provisions include, but are not limited to, the following:

- Employees are required to have locking file cabinets or desk drawers for storage of confidential material, if applicable.
- Material is not to be taken from the contractor's facility without express permission from the Government.
- Employees must safeguard and protect

The following list provides examples of situations where personally identifiable information is not properly safeguarded:

- Leaving an unprotected computer containing Government information in a non-secure space (e.g., leaving the computer unattended in a public place, in an unlocked room, or in an unlocked vehicle).
- Leaving an unattended file containing Government information in a non-secure area (e.g., leaving the file in a break-room or on an employee's desk).

• Storing electronic files containing Government information on a computer or access device (flash drive, CD, etc.) that other people have access to (not password-protected). This list does not encompass all failures to safeguard personally identifiable information but is intended to act as an alert to the contractor's employees to situations that must be avoided. Misfeasance occurs when an employee is authorized to access Government information that contains sensitive or personally identifiable information and, due to the employee's failure to exercise due care, the information is lost, stolen or inadvertently released. Whenever the contractor's employee has doubts about a specific situation involving their responsibilities for safeguarding personally identifiable information, they should consult the Contracting Officer or the Contract Administrator.

All other specifications remain the same.

## **WORK AREA**

(a) The contractor shall provide a secure area(s), dedicated to the manufacture and storage of Good News Notice #2.75 (either a separate facility dedicated to the Notices or a walled-in limited access area within the contractor's existing facility). Access to the area(s) shall be limited to security cleared employees involved in the production of the Good News Notice #2.75. The contractor shall furnish, with it's Security Plan, a floor plan detailing the area(s) to be used, showing existing walls, equipment to be used, and the printing and finishing locations.

**CRIMINAL SANCTIONS:** It is incumbent upon the contractor to inform its officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 522a (i) (1) which is made applicable to Contractors by 5 U.S.C. 552a (m) (1), provides that any officer or employee of an agency, who by virtue of his/her employment of official position, has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established there under, and who knowing that disclosure of the specific material is prohibited, will fully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$10,000.00.

**ORDERING:** Items to be furnished under the contract shall be ordered by the issuance of monthly print orders by the Government. Orders may be issued under the contract from Date of Award through May 31, 2010, plus for such additional period(s) as the contract is extended. The first print order for live production will be issued in June 2009. All print orders issued hereunder are subject to the terms and conditions of the contract. The contract shall control in the event of conflict with any print order. A print order shall be "issued" for purposes of the contract, when it is either deposited in the U.S. Postal Service mail or otherwise furnished to the contractor in conformance with the schedule.

**REQUIREMENTS:** This is a requirements contract for the items and for the period specified herein. Shipment/delivery of items or performance of work shall be made only as authorized by orders issued in accordance with the clause entitled "Ordering". The quantities of items specified herein are estimates only, and are not purchased hereby. Except as may be otherwise provided in this contract, if the Government's requirements for the items set forth herein do not result in orders in the amounts or quantities described as "estimated", it shall not constitute the basis for an equitable price adjustment under this contract.

Except as otherwise provided in this contract, the Government shall order from the contractor all the items set forth which are required to be purchased by the Government activity identified on page 1.

The Government shall not be required to purchase from the contractor, requirements in excess of the limit on total orders under this contract, if any.

Orders issued during the effective period of this contract and not completed within that time shall be completed by the contractor within the time specified in the order, and the rights and obligations of the contractor and the Government respecting those orders shall be governed by the terms of this contract to the same extent as if completed during the effective period of this contract.

If shipment/delivery of any quantity of an item covered by the contract is required by reason of urgency prior to the earliest date that shipment/delivery may be specified under this contract, and if the contractor will not accept an order providing for the accelerated shipment/delivery, the Government may procure this requirement from another source.

The Government may issue orders which provide for shipment/delivery to or performance at multiple destinations. Subject to any limitations elsewhere in this contract, the contractor shall furnish to the Government all items set forth herein which are called for by print orders issued in accordance with the "Ordering" clause of this contract.

**PRIVACY ACT NOTIFICATION:** This procurement action requires the contractor to do one or more of the following: design, develop, or operate a system of records on individuals to accomplish an agency function in accordance with the Privacy Act of 1974, Public Law 93-579, December 31, 1974 (5 U.S.C. 552a) and applicable agency regulations. Violation of the Act may involve the imposition of criminal penalties.

#### **PRIVACY ACT**

- (a) The contractor agrees:
  - (1) to comply with the Privacy Act of 1974 and the rules and regulations issued pursuant to the Act in the design, development, or operation of any system of records on individuals in order to accomplish an agency function when the contract specifically identifies (i) the system or systems of records and (ii) the work to be performed by the contractor in terms of any one or combination of the following: (A) design, (B) development, or (C) operation;
  - (2) to include the solicitation notification contained in this contract in every solicitation and resulting subcontract and in every subcontract awarded without a solicitation when the statement of work in the proposed subcontract requires the design, development, or operation of a system of records on individuals to accomplish an agency function; and
  - (3) to include this clause, including this paragraph (3), in all subcontracts awarded pursuant to this contract which require the design, development, or operation of such a system of records.
- (b) In the event of violations of the Act, a civil action may be brought against the agency involved where the violation concerns the design, development, or operation of a system of records on individuals to accomplish an agency function, and criminal penalties may be imposed upon the officers or employees of the agency where the violation concerns the operation of a system of records on individuals to accomplish an agency function. For purposes of the Act when the contract is for the operation of a system of records on individuals to accomplish an agency function, the contractor and any employee of the contractor is considered to be an employee of the agency.
- (c) The terms used in this clause have the following meanings:
  - (1) "Operation of a system of records" means performance of any of the activities associated with maintaining the system of records including the collection, use, and dissemination of records.
  - (2) "Record" means any item, collection or grouping of information about an individual that is maintained by an agency, including, but not limited to, his education, financial transactions, medical history, and criminal or employment history and that contains his name, or the identifying number, symbol, or other identifying particular assigned to the individual, such as a finger or voice print or a photograph.
  - (3) "System of records" on individuals means a group of any records under the control of any agency from which information is retrieved by the name of the individual or by some identifying number, symbol, or other identifying particular assigned to the individual.

## **SECTION 2.- SPECIFICATIONS**

**SCOPE:** These specifications cover the production of mailers consisting of English and Spanish/English personalized notices and eight mailout envelopes, requiring such operations as the receipt and processing of T-1 wire transmitted or VPN Internet transmitted data, composition, build of notice forms and placement of variable data as determined by Vendor Specifications, printing face only (including computerized imaging), binding (folding and insertion into envelopes), and mailing.

**NOTE:** Due to the numerous number of exhibit pages in this specification, the exhibits will not be put on the Internet. A complete copy of the specifications including the exhibits may be obtained from the bid room by request. Telephone 1-800-368-5762.

The workload is as follows:

**TITLE:** Good News Notice #2.75

**FORM NUMBERS:** Form SSA-L519-SM (03-09)

Form SSA-L519-SM-SP (03-09)

**FREQUENCY OF ORDERS:** Monthly (there will be two consecutive months each year when there will not be any notices produced, the following year the months will be the two subsequent months). There are 12 consecutive months of notices to be produced followed by two months of no notices. For the first year of the contract the months no notices required will be September and October 2009, the following year will be November and December 2010, followed by January and February 2012, etc. **NOTE:** in 2011 there will be notices produced in all 12 months

**QUANTITY:** It is anticipated that **approximately** 150,000 notices will be ordered per month, 1,500,000 notices per year. The quantities specified below represent estimated monthly amounts. Exact quantities will not be known until final transmission is produced. No shortages will be allowed.

NOTE: Mailer will consist of English or Spanish/English (as applicable) folded personalized notice. The Spanish mailer will consist of 2 parts. The first part is the Spanish notice; the second part is the same notice in English. All Notices print face only.

NOTE: Approximately 17,000 to 30,000 envelopes will be required monthly for each of the 6 return addresses for PC1-PC6. The return address PC8 (Domestic) will require approximately 70 envelopes and PC8 (Foreign) will require approximately 1000 PAR AVION envelopes per month.

**NUMBER OF PAGES:** The English notice consist of 3 printed pages and the Spanish notice shall consist of 6 printed pages (3 in Spanish and 3 in English), with each page printing face only.

FORM NUMBER	<u>TITLE</u>	QUANTITY
SSA-L519-SM (03/09)	Good News Notice #2.75 (English)	145,000
SSA-L519-SM-SP (03/09)	Good News Notice #2.75 (Spanish)	5,000

**TRIM SIZES:** Personalized Notices - 8-1/2 X 11" fold to 8-1/2 x 3-2/3" Mail-out Envelopes - 4-1/8 x 9-1/2" plus flap

The test file names are as follows:

OLBG.BTI.XXXX.AETGN275.ENG.PC1.TEST	(ENGLISH ONLY NOTICES WITH DOMESTIC ADDRESS)
OLBG.BTI.XXXX.AETGN275.ENG.PC2.TEST	(ENGLISH ONLY NOTICES WITH DOMESTIC ADDRESS)
OLBG.BTI.XXXX.AETGN275.ENG.PC3.TEST	(ENGLISH ONLY NOTICES WITH DOMESTIC ADDRESS)
OLBG.BTI.XXXX.AETGN275.ENG.PC4.TEST	(ENGLISH ONLY NOTICES WITH DOMESTIC ADDRESS)

OLBG.BTI.XXXX.AETGN275.ENG.PC5.TEST OLBG.BTI.XXXX.AETGN275.ENG.PC6.TEST OLBG.BTI.XXXX.AETGN275.ENG.PC8.TEST (ENGLISH ONLY NOTICES WITH DOMESTIC ADDRESS) (ENGLISH ONLY NOTICES WITH DOMESTIC ADDRESS) (ENGLISH ONLY NOTICES WITH DOMESTIC ADDRESS)

OLBG.BTI.XXXX.AETGN275.SPAN.PC1.TEST OLBG.BTI.XXXX.AETGN275.SPAN.PC2.TEST OLBG.BTI.XXXX.AETGN275.SPAN.PC3.TEST OLBG.BTI.XXXX.AETGN275.SPAN.PC4.TEST OLBG.BTI.XXXX.AETGN275.SPAN.PC5.TEST OLBG.BTI.XXXX.AETGN275.SPAN.PC6.TEST OLBG.BTI.XXXX.AETGN275.SPAN.PC8.TEST (SPANISH/ENGLISH NOTICES WITH DOMESTIC ADDRESS) (SPANISH/ENGLISH NOTICES WITH DOMESTIC ADDRESS)

OLBG.BTI.XXXX.AET275.ENGFW.TEST OLBG.BTI.XXXX.AET275.SPANFW.TEST (ENGLISH ONLY NOTICES WITH FOREIGN ADDRESS) (SPANISH/ENGLISH NOTICES WITH FOREIGN ADDRESS)

The production file names are as follows:

OLBG.BTI.XXXX.AETGN275.ENG.PC1.RYYMMDD OLBG.BTI.XXXX.AETGN275.ENG.PC2.RYYMMDD OLBG.BTI.XXXX.AETGN275.ENG.PC3.RYYMMDD OLBG.BTI.XXXX.AETGN275.ENG.PC4.RYYMMDD OLBG.BTI.XXXX.AETGN275.ENG.PC5.RYYMMDD OLBG.BTI.XXXX.AETGN275.ENG.PC6.RYYMMDD OLBG.BTI.XXXX.AETGN275.ENG.PC6.RYYMMDD OLBG.BTI.XXXX.AETGN275.ENG.PC8.RYYMMDD

(ENGLISH ONLY NOTICES WITH DOMESTIC ADDRESS)

OLBG.BTI.XXXX.AETGN275.SPAN.PC1.RYYMMDD OLBG.BTI.XXXX.AETGN275.SPAN.PC2.RYYMMDD OLBG.BTI.XXXX.AETGN275.SPAN.PC3.RYYMMDD OLBG.BTI.XXXX.AETGN275.SPAN.PC4.RYYMMDD OLBG.BTI.XXXX.AETGN275.SPAN.PC5.RYYMMDD OLBG.BTI.XXXX.AETGN275.SPAN.PC6.RYYMMDD OLBG.BTI.XXXX.AETGN275.SPAN.PC6.RYYMMDD OLBG.BTI.XXXX.AETGN275.SPAN.PC8.RYYMMDD

(SPANISH/ENGLISH NOTICES WITH DOMESTIC ADDRESS)

OLBG.BTI.XXXX.AET275.ENGFW.RYYMMDD OLBG.BTI.XXXX.AET275.SPANFW.RYYMMDD (ENGLISH ONLY NOTICES WITH FOREIGN ADDRESS) (SPANISH/ENGLISH NOTICES WITH FOREIGN ADDRESS)

NOTE: IN THE PRODUCTION FILE, XXXX WILL REPRESENT THE CONTRACTORS ID AND RYYMMDD WILL REPRESENT THE MONTHLY RUN DATE AND WILL BE DIFFERENT EACH MONTH. FOR EXAMPLE, THE OCTOBER 15, 2009 NOTICES WILL SHOW – R091015

Any reprogramming and/or reformatting of data supplied by SSA necessitated due to the contractor's method of production, shall be the responsibility of the contractor and done at no cost to the Government. The domestic address files will be sorted by Zip code and then claim account number. The foreign address files will be sorted in ascending sequence by the consular code.

## **GOVERNMENT TO FURNISH:**

Vendor Record Specifications (31 pages) with related attachments (B-F) and test files

Manuscript copy for the English and Spanish notices

Manuscript copy for the eight (8) mail-out envelopes

Camera copy of the recycled paper logo (English and Spanish).

Camera copy of the Commissioner's signature.

Construction sample.

CASS Certification Certificate.

National Change of Address (NCOA) Certificate.

"Postage and Fees Paid" mailing indicia.

PS form 3615, Mailing Permit Application and Customer Profile.

Identification markings such as register marks, ring folios, rubber stamped jacket numbers, commercial identification marks of any kind, etc., except GPO imprint, form number, and revision date, carried on tape, or copy, must not print on finished product.

- Exhibit A: Contractor Personnel Security Certification.
- Exhibit B: Security Requirements
- Exhibit C: Sequence Summary Report.
- Exhibit D: Database/Spreadsheet for Postal Documentation.
- Exhibit E: Vendor Record Specification.
- Exhibit F: Vendor Record Specification attachments (B-F)
- Exhibit G: Questionnaire for Public Trust Positions (Standard Form 85P)
- Exhibit H: Fingerprint Card
- Exhibit I: Declaration of Federal Employment (Optional Form 306)
- Exhibit J: Faire Credit Reporting Act Authorization Form

Wire transmission via T-1 or VPN Internet transmission of production files.

A data connection between the contractor's specified location and the nearest available SSA network interface location or SSA's National Computer Center in Baltimore, MD, if necessary.

**NOTE:** Contractor's equipment/software/system must be capable of supporting T-1 transmissions or an encrypted VPN tunnel through the Internet.

**CONTRACTOR TO FURNISH:** All materials and operations, other than those listed under "Government to Furnish," necessary to produce the products in accordance with these specifications.

#### TRANSMISSION OF FILES:

Upon award of this contract, the Government will determine the connectivity method between SSA and the contractor. Internet Protocol (IP) will be the connection protocol for the transmissions. At the Government's option, the Government will either place an order for a dedicated T-1 circuit data connection to be installed (within 60 to 90 calendar days) between the contractor's location(s) and SSA's network interface location or the connectivity method will be through the Internet using an encrypted VPN tunnel. The connection method is at the sole discretion of the Government. The Government shall not be responsible for installation delays of data connections due to any external

influences such as employee strikes, weather, supplies, etc., which conditions are beyond the control of the Government.

If a VPN Internet connection method is deemed necessary, the contractor must have an Internet ready VPN IP security (IPsec) capable devise. The Government will not be responsible for any cost associated with the VPN Internet connection that the Contractor may incur.

If a dedicated circuit transmission is deemed necessary, SSA will determine the appropriate bandwidth for the connection. The cost of this connection will be borne by the Government. The contractor shall immediately provide a complete delivery address with nearest cross-street, contact name and phone number for installation of data transmission services and equipment. The contact person at the contractor's site will be available for delivery of services at the specified location. The Government shall not be responsible for incorrect or lack of address information, nor for non-availability of contact person at the delivery site. SSA will provide the necessary dedicated data connection, including a router, modem, and firewall at the contractor's specified location(s).

The contractor shall provide adequate rack space for securing the router and firewall; the contractor shall provide a dedicated analog dial-up line within eight (8) feet of the router. This dedicated analog dial-up line will be used for router management and access for troubleshooting. The line must be in place and active prior to the installation of the circuit/router and equipment.

The contractor must provide capability to utilize the capacity of the connection(s) to fulfill the intended purposes of this contract. The contractor shall provide a suitable environment for installation of the equipment. Power specifications for the router(s) are: AC Power Dissipation (280W maximum) and AC input voltage (100 to 240VAC). The cabinet specifications are: 36U enclosure; frame (72" H x 24" W x 36" D); 23-19 inch appropriate revsa rails (10-32 tapped); louvered side panels; Plexiglas locking front door; solid locking rear door; heavy duty lockable dual width casters; top fan assembly (4 fans); 10- or 12-outlet 20-amp power strip; 19" width slide-out shelf; cable management (wire loops); appropriate cabinet grounding for installation; or equivalent to previous specifications.

In the event that any wire transmission or VPN Internet transmission cannot be processed due to data line or other problems, the contractor must notify SSA within 24 hours of receipt. The contractor's first point of contact at SSA for systems or data line problems shall be the **HELP DESK** at **410-966-5463**.

Any reprogramming and/or reformatting of data supplied by wire transmission or VPN Internet transmission necessitated due to the contractor's method of production shall be the responsibility of the contractor and done at no cost to the Government.

Data provided to the contractor must be retained for 21 workdays after mailing

FILE TRANSFER MANAGEMENT SYSTEM (FTMS) REQUIREMENTS: The contractor shall provide the capability to interface with SSA's national FTMS for electronic transmission of designated files from SSA to the production facility. SSA will provide the necessary data connection into the contractor's location. At the discretion of SSA the line speed may be either increased or decreased depending on utilization. The contractor must provide, at their expense, the equipment and operating software platform, and the file transfer software required at their location. The contractor assumes all responsibility for configuration, maintenance, and troubleshooting of their equipment and software. SSA utilizes, and the contractor must provide compatibility with, Cyberfusion Integration Suite software from Proginet Enterprise Software. The Contractor may implement the Cyberfusion Platform Server that has embedded software encryption capable of being enabled. The personal computers/servers must have the capability to run Cyberfusion software with encryption enabled using IP protocols on Windows, UNIX (i.e., IBM's AIX, SUN or HP), or OS390 platforms.

SSA will not permit any private class A, B or C IP addresses, i.e., 10.xxx.xxx.xxx type IP addresses from external users on its network. At connection time to SSA, the Contractor will be provided a suitable IP address for access to SSA's network via a firewall. SSA will provide the necessary subnet(s) for connection at the remote site. The contractor will be responsible for their own name/address translation to fulfill the intended purpose of data transfers. SSA will provide Cyberfusion node information to the Contractor as required to accomplish file transfers.

The Contractor may determine the media type on which files from SSA will be received, to the extent that operator intervention (e.g., a tape mount) is not required at SSA or the Contractor's production facility. Simultaneous multiple transmission sessions must be possible on the Contractor's equipment. All files transmitted by the SSA will be written as Physical Sequential or "flat" files at the Contractor's location and will be distinguished with a "run date" in the Contractor's file name. Virtual Storage Access Method files and Generation Data Groups, supported by IBM/MVS or IBM/OS390 operating systems are not permitted under this contract. The contractor's storage format must not preclude the availability of the Cyberfusion software Checkpoint/Restart feature.

NOTE: The Contractor may not use VM/VSE/ESA on a mainframe system, as this hampers automated file transmission.

The contractor's FTMS software shall be operational for the receipt of data files 24 hours a day, 7 days a week, unless otherwise specified by the Government. The communications protocol between SSA and the contractor shall be the Internet Protocol (IP). The Contractor must specify the type of Local Area Network (LAN) connection that will be used at the location where the SSA connection is to be installed. The Contractor is responsible for providing complete hardware and software compatibility with SSA's existing network. Production file transfers will be established according to SSA's standard procedures for transmission control, dataset naming, and resource security. The Contractor's file management system must accommodate multiple file transmission sessions without intervention at either end. The Contractor must have sufficient capacity to support the number of concurrent transmission file sessions as dictated by SSA.

The above will apply, regardless of the number of workloads transmitted to the Contractor daily. If the Contractor is awarded multiple SSA notice workloads, there must be sufficient capacity at the Contractor's production facility to accept transmission of all files according to their schedules.

Wire transmission of production files shall be the standard, automated technique. In the event that the transmission network is unavailable for a time period deemed critical by the Government, the files may (at the Government's option) be processed at the SSA print/mail facility.

NOTE: It is the Contractor's responsibility to notify SSA when systems or connection problems arise and transmission cannot take place. SSA's first point of contact for systems or connectivity problems shall be the HELP DESK at 888-772-6111.

All data provided by the Government or duplicates made by the contractor or his representatives and any resultant printouts must be accounted for and kept under strict security to prevent their release to any unauthorized persons. Data may not be duplicated in whole or in part for any other purpose than to create material to be used in the performance of this contract. Any duplicate data and any resultant printouts must be destroyed by the contractor.

**TRANSMISSION TEST**: After the T1 line lease point-to-point data circuit has been installed or VPN established, the contractor will be required to receive a test file, containing up to 150,000 notice records, within one (1) workday. The contractor will be required to perform a record count verification broken down by dataset name within one workday after the complete transmission of the test file. When the count verification has been successfully completed, the contractor will be required to provide SSA, within ten (10) workdays, 10 sample notices for each of the 16 different file types from the transmission test.

ALL PRODUCTION FILES FOR GOOD NEWS NOTICES SHALL BE TRANSMITTED.

THE GOVERNMENT WILL NOT FURNISH BACK-UP CARTRIDGES AT ANY TIME DURING THE TERM OF THE CONTRACT.

In the event that any transmission cannot be processed due to media problems, the contractor shall notify SSA immediately.

The contractor shall notify SSA of any reprogramming and/or reformatting of data supplied by transmission necessitated due to the contractor's method of production.

All data provided by the Government or duplicates made by the contractor or his representatives and any resultant printouts must be accounted for and kept under strict security to prevent their release to any unauthorized persons. Data may not be duplicated in whole or in part for any other purpose than to create material to be used in the performance of this contract.

Any duplicate data and any resultant printouts must be destroyed by the contractor. Data provided to the contractor must be retained for 21 workdays after mailing.

**COMPOSITION:** Contractor will be required to set type for 8 envelopes. One envelope each for PC1-PC6, PC8 Domestic and PC8 Par Avion.

Printing/imaging of notices may be done by either laser or ion deposition. All imaging/printing for notices shall have a minimum resolution of 300 x 300 dpi and meet Quality Level III attributes.

The Government reserves the right to require the contractor to make changes to the format(s)/text, of any of the items, at any time during the term of the contract. Therefore preprinting or stock-piling of any of the components is at the contractor's own risk. The Government shall not be required to purchase from the contractor any component remaining on hand when a format change is ordered.

**FONTS AND TYPE SIZES:** The contractor is required to furnish Century Schoolbook typeface for the notices in various sizes and styles, and Helvetica typeface in various sizes and styles for the seven envelopes.

No alternate typefaces will be allowed; however, manufacturers' generic equivalents will be accepted for the above typefaces (Manufacturers' generic equivalent typefaces selected must be a close match for both English and Spanish preprinted type). Each bidder shall list in the bid the name of the generic equivalent typeface(s) and composing machine to be used.

The GPO reserves the right to require samples of any generic equivalent typefaces offered if it is deemed necessary in order to determine the suitability of the offered typefaces.

**PROOFS:** The contractor must submit 3 dylux proofs of each of the envelopes. All proofs must have margins indicated and have all elements in their proper position.

Contractor is required to build the body of the notices as outlined in the Vendor Records Specifications (Exhibit E). Within 15 workdays after Post Award contractor will provide 5 blank notice samples for each of the different notice types.

The contractor will be responsible for performing all necessary proofreading to insure that the proofs are in conformity with the copy submitted.

The Government will approve, conditionally approve, or disapprove these proofs within 3 workdays from the receipt thereof. Approval or conditional approval shall not relieve the contractor from complying with the specifications and all other terms and conditions of the contract. A conditional approval shall state any further action required by the contractor. A notice of disapproval shall state the reasons therefore.

If revised proofs are required, the contractor will furnish the same quantity that was furnished for the first set. In addition, a complete set of proofs will be required whenever the Agency requires a copy change during the term of the contract.

If any contractor's errors are serious enough in the opinion of the GPO to require revised proofs, the revised proofs are to be provided at no expense to the Government. No extra time can be allowed for this reproofing; such operations must be accomplished within the original production schedule allotted in the specifications.

**PRIOR TO PRODUCTION TEST:** Prior to the issuance of the initial production print order, the contractor will be required to complete a test run and produce a minimum of 10 sample notices from the test files for each of the 16 different file types. Notices must be complete and include all variable data furnished no envelopes will be required. Contractor must submit samples within 10 workdays of receipt of test files.

The Government will approve, conditionally approve, or disapprove these test copies within 7 workdays from the receipt thereof. Approval or conditional approval shall not relieve the contractor from complying with the specifications and all other terms and conditions of the contract. A conditional approval shall state any further action required by the contractor. A notice of disapproval shall state the reasons therefore.

If the test copies are disapproved by the Government due to printer's errors, the Government will require the contractor to submit the same number of copies for inspection and testing, within 5 workdays after notification of disapproval. Such additional copies shall be furnished, and necessary changes made at no additional cost to the Government. In the event these additional copies are disapproved by the Government due to printer's errors, the contractor may be deemed to have failed to make delivery within the meaning of the default clause in which event this contract shall be subject to termination for default.

Note: Test copies will be required with initial order and any time that a copy change is required during the term of the contract.

Contractor must not print prior to receipt of an "OK to print".

NOTE: Failure of the contractor to perform any of the two tests (i.e., Transmission Test or Prior to Production Test) satisfactorily may be cause for default. The Government reserves the right to waive the requirements of either of the tests. Contractor will be notified at the Postaward Conference if any test is to be waived

**STOCK/PAPER:** The specifications of all paper furnished must be in accordance with those listed herein or listed for the corresponding JCP Code numbers in the "Government Paper Specification Standards No. 11" dated February 1999.

All paper used throughout the term of the contract must be of a uniform shade.

Personalized Notices: White Offset Book, basis weight: 50 lbs. per 500 sheets, 25 x 38", equal to JCP Code A60.

Mail-out Envelopes: White Wove, basis weight: 24 lbs. per 500 sheets, 17 x 22".

#### **PRINTING:**

NOTE: The Government reserves the right to make changes to the format(s)/text of the envelopes at any time during the term of the contract. Notification of a proposed change will be given with sufficient time for the contractor to allow for the change and submit proofs to the Government. Therefore, the contractor should not preprint or maintain more than a 90-day surplus/inventory of any of the components required on this contract. The Government shall not be required to purchase from the contractor the surplus/inventory of any component remaining on hand in excess of what was authorized when an envelope or format/text change is implemented.

**Quality Control:** The contractor must maintain a thorough quality assurance program to guarantee that digital imaging is securely fused to the paper; clear and legible; and, that a copy of the finished product is mailed to all addresses contained on furnished files.

Notices-

Personalized Notices (English notice consisting of 3 printed pages and Spanish notice consisting of 3 Spanish and 3 English printed pages), with each page printing face only in black ink. Note: Notices must be dated 7 calendar days from the print date in the format.

NOTE: The body of these notices requires numerous variable entries and require 8 different return addresses for the mail-out envelopes. SEE VENDOR RECORD SPECIFICATIONS (Exhibit E) and related attachments (Exhibit F).

Printing/imaging of notices may be done by either laser or ion deposition. All imaging/printing for notices shall have a minimum resolution of 300 x 300 dpi and meet Quality Level III attributes.

#### Envelopes-

Envelopes print face and back after manufacture in black ink (recycled paper logo prints on the back (lower left) in English or Spanish as applicable) if recycled paper is used.). Printing shall be in accordance with the requirements for the style envelope ordered. All printing shall comply with all applicable U.S. Postal Service regulations. The envelope shall accept printing without feathering or penetrating to the reverse side.

Envelopes require a security tint (lining is acceptable) printed on the inside (back - before manufacture) in black ink. Contractor may use their design, but must guarantee that the envelope will insure complete opacity and prevent show-through of any material placed therein.

MARGINS: Notices and Envelopes - follow camera and manuscript copy.

**PRESS SHEET INSPECTION:** Final makeready press sheets may be inspected and approved at the contractor's plant for the purpose of establishing specified standards for use during the actual press run. Upon approval of the sheets, contractor is charged with maintaining those standards throughout the press run (within QATAP tolerances when applicable) and with discarding all makeready sheets that preceded approval. When a press sheet inspection is required, it will be specified on the individual print order. See GPO Publication 315.3 (Guidelines for Contractors Holding Press Sheet Inspections) issued September 1991. Note: A press sheet inspection is for the purpose of setting specific standards that are to be maintained throughout the entire run. It does not constitute a prior approval of the entire run.

#### Laser/Ion deposition:

Laser/ Ion deposition imaging of variable data on English and Spanish/English Notices will consist of approximately 15 lines of text as follows:

1. Name, address, date, claim number, 3 paragraphs for the Domestic Spanish and/or English notices, 1 paragraph for the Spanish and/or English notices and a variable month and/or year is required within some standardized paragraphs, and 12-digit bar code, print on the face of each notice. Notices must be dated 7 calendar days from the print date in the format.

Contractor will be required to utilize data furnished on magnetic cartridge(s) to print the variable data. Contractor is to determine correct type size (subject to Government approval).

The imaging system utilized must be capable of creating multiple font styles (Century Schoolbook and Helvetica or their generic equivalents).

The contractor must not print prior to receipt of an "OK to print".

**CONSTRUCTION:** Personalized Notice - Gather pages in the notice in numerical sequence and fold from  $8-1/2 \times 11$ " to  $8-1/2 \times 3-2/3$ " with two parallel wraparound folds, title and imaged address out.

Mail-out envelope - Insert personalized notice into a  $4-1/8 \times 9-1/2$ " plus flap poly-type window envelope, open side with gummed flaps and side or diagonal seams. Face of envelope to contain a  $4 \times 1-1/2$ " die-cut address window with slightly rounded corners. Die-cut is to be located 1/2" from bottom edge of envelope and 3/4" from left edge of envelope (the long dimension of the window is to be parallel to the long dimension of the envelope). Contractor has the option to adjust the size of the window opening (subject to Government approval), providing the visibility of the computer generated mailing address and bar code on the form is not obscured, and other extraneous information is not visible when material is inserted into the envelope. Window is to be covered with a suitable poly-type, transparent low

gloss material that must be clear of smudges, lines and distortions that would interfere with U.S. Postal Service standards/readability. Poly-type material must be securely affixed to inside of window area so as not to interfere with insertion of contents. Flap depth must meet USPS Regulations and be coated with a suitable remoistenable glue that will securely seal the envelope without adhering to inside contents for mailing and permit easy opening by recipient, but will not permit resealing of the envelope.

**PACKING:** Insert notice into mail-out envelope with recipient's name and address on first page facing out for visibility through window envelope. It is the contractor's responsibility to assure that only \*one notice is inserted into each envelope.

**NOTE:** The Spanish mailer shall consist of 2 parts. The first part is a Spanish notice; the second part is the same notice in English. Contractor will be required to combine the Spanish notice with it's the English counterpart, ensuring that the name and address match before inserting both parts into the envelope. The Spanish notice is to face out with recipient's name and address showing in the window.

Envelope must be securely sealed prior to mailing and must be capable of remaining sealed under normal mailing conditions.

The contractor will be required to monitor and keep records of all production operations. It is recognized that there may be an occasional mutilated piece. In such an event, the contractor must extract the pertinent data from the production files rerun the mutilated piece and place it back into the mail stream.

**QUALITY ASSURANCE RANDOM COPIES:** The contractor may be required to submit quality assurance random copies to test for compliance against the specifications. The print order will indicate the number required, if any. When ordered, the contractor must divide the entire order into equal sublots and select a copy from a different general area of each sublot. The contractor will be required to execute a statement furnished by GPO certifying that copies were selected as directed. Copies will be paid for at the running rate offered in the contractor's bid and their cost will not be a consideration for award.

The contractor will also print 5 samples from each of the English domestic and foreign files, and 5 samples from each of the Spanish/English domestic and foreign files from each monthly run and ship them to: Social Security Administration, Printing Management Team, Attn: Kenneth Wetzelberger, 1352 Annex, 6401 Security Blvd., Baltimore, MD 21235-6401.

Business Reply Mail labels will be furnished for mailing the quality assurance random copies. The copies are to be mailed at the same time as the first scheduled shipment. A copy of the print order must be included.

A U.S. Postal Service approved Certificate of Mailing, identified by Program, Jacket and Print Order numbers, must be furnished with billing as evidence of mailing.

**DISTRIBUTION:** Mail f.o.b. contractor's city.

All versions mailed will have a printed "Postage and Fees Paid" First-Class Mail permit imprint. The contractor is cautioned to use the permit imprint only for mailing material produced under this contract.

The mail-out envelopes will contain the SSA's official First Class permit imprint indicia (G-11).

Domestic First-Class Letter-Size Mail:

The contractor is required to prepare domestic First-Class letter-size mail in accordance with appropriate U.S. Postal Service manuals for "Domestic Mail", in effect at the time of the mailing.

The Contractor is required to obtain the maximum USPS postage discounts possible in accordance with the USPS First-Class Mail automated and non-automated mail discount structure in effect at the time of the mailing: (a) Automation (5-digit); (b) Automation (3-digit); (c) Automation (AADC); (d) Automation (Mixed AADC); (e) Non-automation (Presorted); and, (f) Non-automation (Single Piece).

For mailings with addresses from the MBR, SSA will provide two certificates: one indicating that within the last six months the MBR addresses have been matched against Coding Accuracy Support System (CASS) - certified ZIP Code software. The other certificate indicating that the MBR addresses have been matched against USPS' National Change of Address software, complying with the new USPS regulation effective November 23, 2008, which states that the minimum frequency of Move Update processing is 95 days prior to the date of mailing.

The contractor should be aware that the USPS uses the Mail Evaluation Readability Lookup Instrument (MERLIN) to evaluate barcodes. If MERLIN is in effect in the contractor's geographic area, the contractor must ensure that all barcoded mail meets the new barcode standards. The contractor will be responsible for payment of any additional postage resulting from a loss of such discounts due to failure of the contractor-generated barcodes to pass the MERLIN test because of inaccuracy or failure to conform to USPS specifications.

NOTE: USPS has instituted a verification procedure called a "tap" test. This test is used to screen all mailings with barcoded inserts for proper barcode spacing within the envelope window. When the insert showing through the window is moved to any of its limits inside the envelope, the entire barcode must remain within the barcode clear zone. In addition, a clear space must be maintained that is at least 0.125 (1/8) inch between the barcode and the left and right edges of the window, at least 0.1875 (3/16) inch between the barcode and the bottom edge of the mail piece, and at least 0.028 inch between the barcode and the top edge of the window for Intelligent Mail barcodes. All letters in a mailing must pass the "tap" test in order to obtain the maximum postal discounts for the agency.

NOTE: The USPS is in the process of implementing a new Intelligent Mail Barcode (IMB) set to be in place in May 2009. The contractor is expected to be capable of achieving the postage discounts available with the full-service option. Contractor will be required to obtain a Mailer ID from USPS for the IMB. The contractor is responsible for producing and providing all reporting data required for acceptance and processing of full service mail required by USPS for the Intelligent Mail Bar Code (IMBC).

#### International Mail:

All items mailed must conform to the appropriate USPS International Mail Manual (IMM) and other USPS rules and regulations in effect at the time of mailing.

Permit imprint may be used for International Mail providing the mailing consists of not less than 200 **identical weight** pieces. Permit imprint may not be used if the mailing is less than 200 **identical weight** pieces. Instead, the mail must be metered and any permit imprint must be covered/concealed by a meter strip. The Contractor will be reimbursed for the metered postage by submitting a properly completed Postal Service form (or equivalent).

If the mailing meets the qualifications for International Priority Airmail (IPA), it should be processed through IPA in accordance with postal rules and regulations in effect for IPA at the time of the mailing. To maximize postage savings, the contractor shall sort to the IPA Rate Group 1 through 8. Pieces not qualifying for the IPA Rate Group Levels of discount shall be prepared at the Worldwide Non-presorted rate level and any remaining pieces that do not meet IPA qualifications will be sorted by individual country rules according to the USPS IMM in effect at the time of the mailing.

International Mail return addresses must show as the last line of the address UNITED STATES OF AMERICA, all in capital letters. All International Mail must be endorsed PAR AVION as described in the USPS IMM.

Mail addressed to United States possessions (e.g., Guam, Virgin Island, American Samoa) and Military Overseas Addresses (APO/FPO mail) is Domestic Mail, NOT International Mail. International Mail cannot contain a presort endorsement.

# **Postage Rate Requirement:**

Contractor will be required to achieve USPS automated rates for notices that meet the USPS required mail volume. Contractor will be required to explain and demonstrate their ability to achieve these USPS automated rates.

To achieve USPS automated rates the contractor may use a Presort subcontractor to do the mailing portion of the contract. SSA has the right to inspect the subcontractor for the security of the operation and compliance with the contract. All Mail for this contract will be at one ounce or less.

MANIFEST MAILING: If the Contractor uses manifest mailing for this contract, the Contractor must have a Manifest Mailing System (MMS) for First-Class Mail which has been approved by the U.S. Postal Service to document postage charges for this mailing. Requirements for MMS are contained in USPS Publication 401, Guide to the Manifest Mailing System. A copy of the USPS approval for MMS must be presented at the postaward conference. Each mail piece must be identified either with a unique identification number or with a keyline containing a unique identification number and rate information about the piece. The mail pieces being sent under Manifesting will have a printed "Postage and Fees Paid First-Class Mail" permit imprint mailing indicia. The Contractor is cautioned to use the permit imprint only for mailing material produced under this contract. Supporting computer documentation must be furnished daily with the postal mailing statements to SSA via overnight mail to SSA, MPPT, Attn: Frank Hentschel, 1614 Annex Building, 6401 Security Boulevard, Baltimore, MD 21235-6401.

#### MAILING DOCUMENTATION

The contractor shall provide SSA with complete copies of all documents, including GPO's corresponding Form 712 (Certificate of Conformance), used by USPS to verify and accept the mail (e.g., computer records of presort ZIP+4, barcode breakdown, press runs, etc.). The contractor shall place the number that is on the top of GPO Form 712 (the number that starts with the letter "A") in space provided on the USPS mailing statements. If no space is provided on the mailing statement, place the number in the upper right margin of the mailing statement. The Contractor shall provide the copies to SSA's Printing Management Team via overnight/next day delivery carrier (at the Contractor's expense) within 72 hours of being provided to USPS. All copies must be legible and include both obverse and reverse sides and should be addressed to: SSA, Attn: Ken Wetzelberger, Printing Management Team, 1352 Annex Building, 6401 Security Boulevard, Baltimore, MD 21235-6401.

Orders which result in mailings of less than 200 pieces or less than 50 lbs will require the contractor to apply the appropriate postage to each mailing. Contractor will be reimbursed for postage by submitting a mailing documentation form (or equivalent) with the voucher for billing.

The contractor is required to fill in all applicable items on USPS form(s) and submit in duplicate to the entry post office. **THE CONTRACTOR IS REQUIRED TO USE AGENCY COST CODE 276-00005 ON ALL MAILING STATEMENTS.** The post office will return a verified copy of the USPS form(s) to the contractor. The contractor must forward a copy of this form to the ordering agency identifying the GPO Program Number, Print Order, and Jacket Number as appropriate.

Certificate of Conformance: When using Permit Imprint Mail the contractor must complete GPO Form 712 - Certificate of Conformance (Rev. 2-91), supplied by GPO and the appropriate mailing statement or statements, supplied by USPS.

The contractor must prepare, and provide to the Government within 2 days of mailing, a compiled monthly listing as to volumes, classes, discount categories, rates, and postage. The compilation must be accompanied by the required documentation (copies of the USPS mailing statements and GPO Form 712), used by the USPS for verification and acceptance of the mailing (e.g., computer records of presort ZIP+4, press runs, etc.). Copies must be provided to the Social Security Administration, Printing Management Team, Attn: Kenneth Wetzelberger, 1352 Annex Building, 6401 Security Boulevard, Baltimore, MD. 21235-6401 or PDF copies of same emailed to Kenneth.wetzelberger@ssa.gov.

**NOTE**: The contractor is required to complete and email to SSA daily an MS EXCEL database/spreadsheet for each day of mailing. The database/spreadsheet will have fields for the contractor to complete. These fields will include: Job Title, Jacket Number, Program and Print Order Numbers, as well as the itemized breakdown of the postage computation found on the Postal Form PS3600R. The contractor will be required to email the completed database/spreadsheet to <a href="Menneth.Wetzelberger@ssa.gov">Kenneth.Wetzelberger@ssa.gov</a> within two (2) days of each mail drop. (See Exhibit D, Database/Spreadsheet for Postal Documentation.)

All expenses incidental to returning materials, submitting proofs, and furnishing samples must be borne by the contractor.

**SCHEDULE:** Adherence to this schedule must be maintained. Contractor must not start production of work prior to the receipt of the individual print order (GPO Form 2511).

Furnished material, print order and proofs must be picked up from and delivered to Social Security Administration, Printing Management Team, Attn: Kenneth Wetzelberger, 1352 Annex Building, 6401 Security Boulevard, Baltimore, MD 21235-6401.

## **Proof and Testing Schedule:**

Within 7 workdays of receipt of the envelope manuscript copies, the contractor must submit all required proofs to the address indicated above (attention Ken Wetzelberger).

The Government will approve, conditionally approve, or disapprove these proofs within 3 workdays from the receipt thereof. Approval or conditional approval shall not relieve the contractor from complying with the specifications and all other terms and conditions of the contract. A conditional approval shall state any further action required by the contractor. A notice of disapproval shall state the reasons therefore.

Furnished material must be returned with proofs.

Proofs will be made available for contractor pick-up within 5 workdays.

Within 10 workdays after receipt of test files, contractor is to perform a test run and provide to the SSA (Ken Wetzelberger), a minimum of 10 sample documents from the test files for each of the 16 different file types.

**MONTHLY PRODUCTION SCHEDULE:** Furnished material and print order will be available for pick-up between the 20th and the 25th of each month beginning the month that testing has been completed. Transmissions will also occur between the 20th and the 25th of each month.

The following schedule begins the workday after notification of the availability of print order and furnished material; the workday after notification will be the first workday of the schedule.

Contractor must complete all production and mailing within 6 workdays after notification of the availability of print order and Government furnished material.

During the first monthly production order, the contractor will be required to run 25 duplicate notices from each of the 16 production files and inserted into the correct mailing envelope. Notices must be complete and include all variable data from production files. Mailers are to be provided to the Government representative present at that time, or at the discretion of the Government mailed to the SSA at the address indicated under "SCHEDULE".

Every month thereafter the contractor will be required to run 5 duplicate notices from each of the 16 production files as stated above and sent to Renee Stancil, Social Security Administration, 4-H-10 Operations Bldg., 6401 Security Boulevard, Baltimore, MD 21235-6401.

The contractor must notify the GPO of the date and time the initial production operations for the notice(s) and when the variable data imaging portion of the notice will begin. In order for proper arrangements to be made, notification must be given at least 3 workdays prior to the inspection. Notify the U.S. Government Printing Office, Contract

Administrator at (202) 512-2044. Telephone calls will only be accepted between the hours of 8:00 am and 2:00 pm, prevailing eastern time. Note: See contract clauses, paragraph 14(e)(1), Inspections and Tests of GPO Contract Terms (GPO Publication 310.2, effective December 1, 1987 (Rev. 6-01)). When supplies are not ready at the time specified by the contractor for inspection, the Contracting Officer may charge back to the contractor the additional costs incurred by the Government.

Unscheduled material such as shipping documents, receipts or instructions, delivery lists, labels, etc., will be furnished with each order or shortly thereafter. In the event such information is not received in due time, the contractor will not be relieved of any responsibility in meeting the shipping schedule because of failure to request such information.

One (1) copy of billing payment voucher form 1034 for each print order showing amount of billing invoice must be sent within 10 days of delivery date to: SSA, Printing Management Team, Attn: Kenneth Wetzelberger, 1352 Annex Building, 6401 Security Boulevard, Baltimore, MD 21235-6401. The original voucher will be sent to the Comptroller-FMCE, U.S. Government Printing Office.

Upon completion of each order, the contractor is to notify the Government Printing Office of the date of shipment (or delivery, if applicable). Call (202) 512-0516, or 0517; callers outside the Washington, DC area may call toll free 1-800-424-9470 or 9471.

## **SECTION 3. - DETERMINATION OF AWARD**

The Government will determine the lowest bid by applying the prices offered in the "Schedule of Prices" to the following units of production which are the estimated requirements to produce the first year's production, under this contract. These units do not constitute, nor are they to be construed as, a guarantee of the volume of work which may be ordered for a like period of time.

The following item designations correspond to those listed in the "Schedule of Prices".

- I. (a) 72
  - (b) 8
- II. (a) 10
  - (b) 46,500
  - (c) 15,000
- III. (a) 46,500
  - (b) 15,000
- IV. (a) 14,500
  - (b) 500

THIS PAGE IS INTENTIONALLY LEFT BLANK

(Initials)

## **SECTION 4. - SCHEDULE OF PRICES**

Bids offered are f.o.b. contractor's city for all mailing.

Bidder must make an entry in each of the spaces provided. Bids submitted with blank spaces, or with any obliteration, revision, or alteration of the order and manner of submitting bids, may be declared non-responsive.

An entry of NC (No Charge) shall be entered if bidder intends to furnish individual items at no charge to the Government.

Bids submitted with NB (No Bid) or blank spaces for an item may be declared non-responsive.

Prices must include the cost of all required materials and operations for each item listed in accordance with these specifications.

The Contracting Officer reserves the right to reject any offer that contains prices for individual items of production (whether or not such items are included in the Determination of Award) that are inconsistent or unrealistic in regard to other prices in the same offer or to GPO prices for the same operation if such action would be in the best interest of the Government.

Fractional parts of 100 will be prorated at the per-100 rate.

Prices must be submitted for the entire term of the contract and bids qualified for a lesser period will not be considered.

I. COMPOSITION: The prices offered for the generation of the Notices (English and Spanish), and Envelopes,

	ons, etc. for each of the 16 different file types in according	
(a)	Personalized Notices (English or Spanish/English).	per page\$
(b)	) Envelopes	per envelope\$
	ny Department format change occurring during the terrarged under the respective component (a) or (b).	n of the contract on any notice, or envelope, is to be
the	INTING/IMAGING, BINDING AND CONSTRUCT cost of materials and operations (including proofs struction listed in accordance with these specifications	) necessary for the printing/imaging, binding and
	*Makeready/setup charge	\$
	*Contractor will be allowed only one (1) makeready/set include all materials and operations necessary to make 16 different file types. Invoices submitted with more the disallowed.	ready and/or setup the contractor's equipment for the
	(b) Notices: Printing face only in black ink	per 100 leaves\$
	(c) Mail-out Envelope	per 100 envelopes\$

(Initials)

III.	the ir	<b>PER:</b> Payment for all paper supplied by the contractor under the terms of these sendividual task orders, will be based on the net number of leaves furnished for the paper required for makeready or running spoilage must be included in the present the property of the paper required for makeready or running spoilage must be included in the present the property of th	product(s) ordered. The co	
	Com	nputation of the net number of leaves will be based on the following:		
	Notio	ices (8-1/2 x 11"): A charge will be allowed for each page-size leaf.		
	Mail	l-out Envelope (4-1/8 x 9-1/2" plus flap): One leaf will be allowed for each env	velope.	
			Per 100 Leave	<u>2S</u>
	(a) N	Notices (8-1/2 x 11"): White Offset Book (50-lb.)	\$	_
	(b) N	Mail-out Envelope (4-1/8 x 9-1/2" plus flap): White Writing (24-lb.)	\$	-
IV.	nece	SERTING AND MAILING: Prices offered shall include the cost of all require tessary for combining (Spanish and English notices), and inserting (folded notice delivery to Post Office in accordance with these specifications.		
	(a)	Inserting English Notice (SSA-L519-SM) into envelope in accordance with specification	nailers\$	_
	(b)	Inserting Spanish Notice (SSA-L519-SM-SP) and English Notice (SSA-L519-SM) into envelope in accordance with specification	nailers\$	-
		TON OF POST OFFICE: All mailing will be made from the		_
		ice located at Street Address		_,
City	У	, State, Zip	p Code	<u>-</u> ·

**INSTRUCTIONS FOR BID SUBMISSION:** Fill out "Section 4.- Schedule of Prices," initialing or signing each page in the space(s) provided. Submit two copies (original and one exact duplicate) of the "Schedule of Prices" with two copies of the GPO Form 910, "BID" form. Do not enter bid prices on GPO Form 910; prices entered in the "Schedule of Prices" will prevail.

Bidder_				
	(City - State)			
Ву				
	(Signature a	nd title of person authorized to sig	n this bid)	
	(Person to be contacted)	(Telephone Number)	(Fax Number)	